

Enhancement to Current Procedure

(CBS_P_HR_01_Business_Development_Referral_Program by TCG_&_Subsidiaries_Staff_Members_2.0)

We are introducing enhancement and some clarifications to existing procedure name of "Business Development Referral Program by TCG & Subsidiaries Staff Members" version no 2.0 in order to ensure proper processing of referral enquiries introduced by all employees.

Someone should expect the following step-by-step approach for successful referral reward:

Step1: Enquiry form

- Employee should fill up the form in full details and hand over to BD manager along with written evidence (e.g. SMS, WhatsApp, email etc.) as attachment to the enquiry form.
- Business development manager will assign BD member to work on the sales opportunity
- BD member to register the enquiry as lead in Salesforce CRM. The referring employee (in other words, the employee bringing in the lead) should get notification upon successful registration of the lead in CRM.

Step 2: Due diligence on Enquiry

- QA department to launch due diligence exercise by checking parameters conducted in step 1.
- QA department to check email communications between the lead and BD member which is saved in CRM against the lead name under section title "Notes & Attachments"
- QA department to check on date /time stamp between evidence brought by referring employee and a conversation took place between the same lead and any staff within the Group.
- If the outcome result of due diligence exercise to be of positive for the referring employee (claim is valid), then the following steps is applicable

Step 3: Completing form B

- Only after proposal signing in which referring employee receives notification from Salesforce CRM, he/she completes form titled "Referral Programme Approval FORM B" and needs to be approved by HR department.

Step 4: Completing form B.1

- Finance department completes form titled "Referral Programme Approval FORM B.1" and get it approved for payment release for referring employee.
- Release of Payment will be done only after end of each calendar quarter.
- It is the responsibility of the referring employee to follow-up on payment release status in case payment was not released on time.

General Notes:

1. It is corrected that PRO services are not commissionable as it was initially stated in the published procedure
2. The current procedure being published shall remain intact for time being and will entertain the mentioned amendments as per above details.
3. This practice shall be continued for 6 months and then amend the procedure with new version.